TRINITY
DAY CARE

A ministry of Trinity FWB Church

Parent Handbook

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Mission

The mission of Trinity Daycare is to educate and develop the whole person for the glory of God through adherence to Biblical principles that will produce spiritually maturing believers.

Vision

At Trinity Free Will Baptist Church, we exist to ***EXALT*** the Lord Jesus Christ, ***ENCOURAGE*** Spiritual Maturity and ***EXPRESS*** the Love of Jesus Christ. The main mission of Trinity Daycare is to assist families by providing Christian childcare to "train up a child in the way he should go" (Proverbs 22:6). It is our desire to partner with parents in their effort to lay strong spiritual foundations in the lives of their young children.

Purpose

Trinity Daycare is one of the ministries of Trinity Free Will Baptist Church and operates in harmony with Trinity Christian School, another ministry of Trinity Free Will Baptist Church. We accept the responsibility of offering quality Christian education, both spiritually and academically. The Daycare is intended to be an extension of a Godly and Christian home; therefore, we will work with the parents to meet the Christian goals they have for their children. It is also an arm of the church, leading families into its fellowship throughout our community.

Using Deuteronomy 6:4-7 as a Biblical model, we are to diligently teach our children how to love God with all of their heart, soul and strength. Our desire for each child is that he or she:

- learns about Jesus and His love for him/her;
- learns about the Bible;
- thinks of Trinity Daycare as a safe and happy place;
- realizes the importance of family;
- make new friends.

Christian Philosophy of Education

"Happy is the man that finds wisdom, and the man that gets understanding." (Proverbs 3:13)

At Trinity Daycare, our foremost priority is instilling in children the love of Jesus Christ. We emphasize love and respect, reflecting Jesus's teachings throughout our curriculum, discipline, and relationships.

We believe in the importance of nurturing spiritual growth, rooted in the Word of God. The Bible guides our teachings, fostering love, respect, and obedience to God's will. We encourage children to know and obey the will of God as revealed in the Scriptures. We strive to stimulate and enlarge children's involvement in the church and its worldwide tasks of witnessing and evangelizing.

Our staff embodies Christ-like qualities of understanding, patience, and love, ensuring that every action and word considers the well-being of the children. We provide developmentally appropriate experiences across spiritual, mental, physical, social, and emotional domains, fostering individual progress and success.

At Trinity Daycare, you can expect:

- Play-based learning, crucial for young learners.
- Teaching of God's Word through stories, activities, and modeling of love.

- Access to various activities including building blocks, pretend play, books, art, science, and puzzles.
- Differentiated instruction through individual, small group, and whole group activities.
- Display of children's original artwork and writing.
- Integration of numeracy and literacy in everyday experiences.
- Balanced engagement in projects and free exploration.
- Daily outdoor play, weather permitting.
- Reading sessions tailored to small groups.
- Curriculum will be adapted for each class to best meet the individual needs of the children.

Teaching Staff

At Trinity Daycare, our faculty and staff are dedicated to nurturing the whole child—spirit, soul, and body. Our teachers serve as crucial role models, impacting children's lives through teaching, planning, counseling, and caring. We prioritize the well-being of your child and ask for your prayers, respect, and encouragement for our staff.

All Teachers and Administrative staff undergo CPR and First Aid training and must pass a criminal records check before hire. We strive to employ individuals committed to serving parents and children.

As a ministry of Trinity Free Will Baptist Church, our staff upholds a higher standard of accountability. Teachers report to the Director, who in turn is accountable to the Pastor.

Standard of Conduct and Cooperative Expectations

After reading the Trinity Daycare Parent Handbook, parents must read and sign Trinity's Documentation of Receipt located in this manual. This form states you have read and are in agreement with the policies and procedures of Trinity Daycare.

At Trinity Daycare, parental cooperation is crucial for the effectiveness of our educational philosophy. Parents have the right to remove their child if they disagree with our program. Similarly, the Administration reserves the right to dismiss anyone deemed uncooperative with the program. (See Termination Policy on pg. 6)

Enrollment Procedure

All families wishing to enroll at Trinity Daycare should submit the application to the office. At that time, the child is considered to be pre-enrolled and/or added to the waitlist. Prior to the child's start date the following items will need to be completed and submitted otherwise the child may not be considered to start on the agreed upon start date:

- Application
- Financial agreement via FACTS management system
- Emergency Medical Care information
- Immunization Record
- Children's Medical Report
- Documentation of Receipt Form
- Transportation Authorization (located on Emergency Medical)
- Infant Feeding Schedule
- Any custody agreements or protective orders. This includes an agreed upon list of those allowed to pick-up the child.

Additional Enrollment Notes:

- Utilize enrollment Checklist to ensure all forms are completed and submitted prior to start date.
- Parents are encouraged to visit the daycare with their child before enrollment. This will give the parents and child an opportunity to meet the teachers and other children before the first full day of attendance.
- If there is not a spot available when you wish to enroll your child, your contact information will be gathered, and you will be put on the waitlist. There is no charge for this. You will be called each time a spot becomes available. Your name will only be removed from the Waiting List upon your request.

Termination Policy:

Enrollment may be terminated at any time and for any reason by a parent with **a two-week written notice**. Administration reserves the right to terminate at any time for reasons pertaining to the handbook. For the protection of the staff or other children at the daycare administration is able to terminate enrollment immediately. Tuition is expected to be paid in full whether or not the child attends during the last two weeks, and regardless of which party initiates the termination. (Also see Payments, Fees, and Written notices on pg. 7)

Class Information

Nursery: 6 weeks to 1 year

- The child must be at least six weeks old before the start date
- Ratio: 1 teacher per 5 children
- Maximum group size: 10

K1: 1 to 2 year

- One year-old by August 31st of the school year
- Ratio: 1 teacher per 6 children
- Maximum group size: 12

K2: 2 to 3 year

- Two years-old by August 31st of the school year
- Ratio: 1 teacher per 10 children
- Maximum group size: 20

K3: 3 to 4 year

- Three years-old by August 31st of the school year
- Ratio: 1 teacher per 15 children
- Maximum group size: 25

K4: 4 to 5 year

- Four years-old by August 31st of the school year
- Ratio: 1 teacher per 20 children
- Maximum group size: 25

On rare occasions, Administration may place children in any classroom, following NCDCDEE Regulations for child placement, regardless of the August 31st birth date cut-off, to meet the daycare's or individual child's needs. Agreement between Administration and parents is required for such placement.

Payments, Fees and Written Notices

All Registration Fees are **non-refundable**. These fees are charged at initial application to the Daycare.

- Daycare Registration Fee- $250
- FACTS Registration Fee- $55 (every contract year)
- K3 Curriculum Fee- $100.00
- K4 Curriculum Fee- $250.00

FACTS

We have partnered with FACTS Management Company to manage our tuition payment program.
This program offers great efficiency and financial stability for the Daycare while providing convenience to families. Security, convenience of payment processing and information technology offered by FACTS will strengthen the financial operations of our Daycare. (Phone: 866-441-4637)

You will receive these benefits by using FACTS.

1. **Payment Dates:** Day Care uses a bi-monthly payment option that allows for equal payments, which should help in your monthly budgeting. Payments are made on the 5th or 20th of each month.
2. **Enrolling in FACTS:** You may enroll in FACTS by going online at www.TrinityRegistration.com
3. **Convenience & Security:** Along with multiple payment plan options, your payments are processed securely through a bank-to-bank transaction.
4. **Consumer Account:** You may check your personal account or make payments online (if applicable) from the convenience of your home or office anytime.

Trinity maintains decision-making control with FACTS. We will continue to work with families should special circumstances or "hardship" cases arise during the school year. Contact our Financial Assistant at 758-0037 for questions about FACTS.

Account Information:

1. Tuition payment is due each month on your selected date. It is past due after that date. A late charge of $35 will be added to delinquent accounts. Both the tuition and late fee must be paid by the last day of the month.
2. A $30 service charge will be added to any account on which a check is returned for insufficient funds.
3. There are two types of FACTS charges, tuition and incidental charges. Tuition is set up on a regular payment schedule. Incidental charges may be applied to your account. You will receive an email when a charge is applied to your account. You must pay the incidental charges in a timely manner in order to avoid a late fee.
4. Registration fees are non-refundable and non-transferable.
5. Parents are informed of financial obligations upon enrollment. Payments are due within 10 days of the due date, with late fees applied thereafter. If unpaid by Day 20, parents will be notified of impending withdrawal by Day 30. Accounts 30 days delinquent must be settled, or the child will be withdrawn. Appeals can be made to daycare administration at htucker@trinityfwbchurch.org.

There will be no deductions from tuition for absences, holidays, vacations, or school closings (including inclement weather). Please do not expect a space to be held for your child if your tuition payment is not current for the week.

Sibling Discount:

- Full tuition for 1st child
- 10% off tuition for the 2nd child
- 20% off tuition for the 3rd child
- 30% off tuition for the 4th child
- 100% off tuition for the 5th child

Late Pick-Up:

- $5.00 charge up to 6:05 p.m.
- $1.00 per minute per child after 6:05 p.m.
- Informing the daycare of late pick-up does not waive the fee. Administration reserves the right to waive the late pick-up fee.
- Repeated tardiness may result in disenrollment.

Written Notices:

- A written two-week notice is required to terminate enrollment. Please note the student name, reason for leaving, and students last day of attendance.
- Payment is due for the notice period, even if the child does not attend.
- All outstanding fees must be paid by the child's last day.
- No refunds for early withdrawals.

Closing Dates

Trinity Daycare the holidays and closings listed below:

- New Year's Day
- Good Friday
- Easter Monday
- Memorial Day
- Independence Day- 2 days
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Grandparents Day- in December
- Christmas Week

Hours of Operation

- Monday- Friday 6:30am-6:00pm
- Transfer of the responsibility of your child may not occur before 6:30am

Health and Safety Practices

Hand Washing:

- Teachers help children wash hands before/after snacks and meals, after bathroom use, and as needed.

- Teachers follow the same procedures for themselves.

Scheduled Cleaning:

- Toys, equipment, and furniture are disinfected daily with a mild bleach solution.
- Weekly heavy cleaning with a stronger bleach solution.
- Teachers log daily/weekly cleaning activities and submit reports weekly.

Fire/Tornado/Intruder Drills:

- Fire drills are done monthly
- Tornado drills are done quarterly
- Intruder drills are quarterly
- Evacuation plans posted near class exits.

Accidents and Injuries:

- First Aid provided (soap, water, bandages, ice)
- No medication administered
- Injuries recorded on an incident report and logged in Brightwheel. Report needs to be signed by the person picking up the child, and kept in a logbook.
- Parents will be notified by phone if a child needs to see a doctor

First Aid Training:

- All administrators and teachers must have current CPR and First Aid certificates within 90 days of hire.

Sick Policy

For the benefit of other children enrolled, please keep your child at home if he or she appears ill before arrival. Your child should be able to participate normally in all daily activities (including outdoor play) in order to attend.

Should a child become sick during the day, the parents will be notified to pick up the child within 30 minutes. If the parent cannot be contacted within a 30 minute time frame, the emergency contacts listed on the Registration Form will be contacted.

A child who displays one or more of the following symptoms is not healthy enough to participate in our program. This is for the protection of every child in the Daycare. Please note that there are more exclusion symptoms than those listed below, but this is the general list of symptoms applicable for most young children:

- A two-month-old child or older. Fever greater than 101 degrees Fahrenheit. ***(May return 24 hours after being fever-free without medications.)***
- A child younger than two months. Fever greater than 100.4 Fahrenheit. ***(May return 24 hours after being fever-free without medications.)***
- Diarrhea: Two or more soft or watery stools within a 24-hour period. ***(May return 24 hours after the last episode.)***
- Vomiting on two or more occasions within a 24-hour period. ***(May return 24 hours after last episode.)***
- Chicken Pox ***(May return after blisters dry/scab.)***

- Eye discharge or Pinkeye ***(May return 24 hours after treatment begins.)***
- Lice or Nits (***May return 24 hours after treatment begins and hair is free of nits.)***
- Measles ***(May return 5 days after rash appears.)***
- Ringworm ***(May return 24 hours after treatment begins. Topical ointment and remain covered with bandages.)***
- Strep Throat ***(May return 24 hours after treatment begins.)***
- Pink eye ***(May return 24 hours after treatment begins.)***
- Hand, Foot, Mouth ***(May return after the pediatrician clears the child for re-admittance*** Children will be sent home if blisters reopen while present at daycare. ***(May return once scabbed over)***
- Impetigo ***(May return 24 hours after treatment begins. Affected areas must be covered.)***
- Flu: we will adhere to CDC guidelines ***(May return 24 hours fever and symptom free without medications)***
- COVID: we will adhere to CDC guidelines ***(May return 24 hours fever and symptom free without medications)***
- RSV: if a child is having trouble breathing, we will place a O2 monitor to ensure their levels are standard with that age. If a child's O2 level is at or below 90, the child needs to be picked up. Administration reserves the right to send a child home for breathing complications, to be closely monitored by parent. ***(My return 24 hours fever and symptom free without medication & a doctor's note)***
- An unexplained rash that needs to be diagnosed by a doctor.
- Generally, too tired or ill to participate in normal activities.

If a child develops a contagious disease, such as strep throat, pink eye, or chicken pox, the Director should be notified immediately. Trinity Daycare requires a note from the child's pediatrician to clear the child before re-admittance after such an illness. The Director may notify other parents or post notifications for parents within the classroom. Confidentiality will be honored in all situations.

Children sent home with fever should return only when the following has occurred: A physician note has been obtained allowing the child to return AND symptoms have subsided for fever, diarrhea, and vomiting without the aid of fever reducer. A child may return 24 hours after being fever-free without medications. Axillary or oral temperatures will not be accepted as an accurate temperature reading.

Accidents

Minor Accidents:

- Includes scrapes, scratches, non-breaking bites, bruises, bloody noses, or head bumps.
- An Incident Report will be completed for the parent to sign.

Major Accidents:

- Requires medical attention.
- Parents will be notified; either they take the child to the doctor, or the Director will accompany them to the hospital.
- Daycare assumes no financial responsibility for medical treatment. In emergencies, 911 will be called first, then the parent.

Medications

With the exception of asthma maintenance/prevention medications, sunscreen, diaper cream, and emergency medications (inhaler, benadryl, or epipen). Trinity Daycare does not administer medications to children. No medications may be brought into the Daycare without proper authorization. This includes but is not limited to Tylenol, Ibuprofen, prescription medications, eye drops, chapstick, or lotions.

To ensure accuracy and safety, all **Medication Administration Permission Forms** must be completed and submitted to the office before any medication is brought into the classroom. The mailbox outside the office is for you to drop off the required above form along with the medication. This mailbox will be checked daily by the Director or Assistant Director, and we will reach out to you if any additional information is needed. Medication will be stored out of reach of children alongside the medication administration permission form.

Consent:

- "Medication Administration Permission-Topical Ointment" form must be completed and reviewed before administered.
- If form is not correctly completed medication will not be administered.

Prescription Medication:

- "Medication Administration Checklist" form must be completed and reviewed before administered.
- Only asthma medications and emergency medications (Benadryl, Epi-Pens) will be administered, with the exception of prescription diaper cream.
- Medications must be in original containers/boxes, properly labeled with the child's name, prescription date, expiration date, and instructions attached.
- Only the child named on the label can receive the medication.
- For allergy medications, we must have an Action Plan signed by a physician, detailing necessary actions for care.
- Will be stored in locked storage

Non-Prescription Medication:

- Only diaper cream and sunscreen will be administered with proper written parental authorization.
- No cough or fever-reducing medicines, except for children with febrile seizures (doctor's note required).
- Parents will be called to pick up the child after medication is given.
- Will be stored 5 ft off the ground and out of reach of children

Administration of Medication:

- Staff will identify and ensure the child receiving medication matches the form, medication, and dosage.
- Dosage will be verified before being administered.

Unused Medication:

- When the "Medication Administration-Topical Ointment" or "Medication Administration Checklist" form expires the medication must be sent home or another form must be filled out.
- When the medication or topical ointment expires, the medication must be sent home.
- Medication will be stored in the office and must be picked up promptly or will be discarded after 48 hours.

Medication Checks:

- Staff will do monthly checks on medications and their forms.
- Administration will do a monthly check on medications and their forms.

Inclement Weather

In case of schedule changes due to inclement weather or other reasons, Trinity Daycare will notify parents through SchoolCast, RenWeb, WNCT News, our website, Facebook page, Brightwheel, or email. Additional methods may be used as needed.

Since our staff and families live in several surrounding counties, we consider Pitt County Public School System's changes but do not always follow their plan. Business closings are also considered and we will echo what Trinity Christian School decides. If opening on a 2 hour delay, the center will open at 8:30am. Please pick up your child promptly in these situations to ensure our staff can get home safely.

Emergencies

Fire:

- Follows state fire regulations.
- Fire evacuation plans are posted in each room.
- Monthly fire drills; annual checks of fire systems.
- Immediate building evacuation in case of fire; staff ensure children's safety.

Severe Weather:

- Severe weather shelter plans are in our Emergency Preparation Kit.
- Quarterly severe weather drills.
- Evacuate children to designated areas during warnings until safe.

Evacuations:

- In case of an emergency requiring evacuation, children will be relocated to Pope John Paul II High School or Eastern Elementary School.
- Parents will be notified through email, Facebook, RenWeb, and SchoolCast.
- Follow specific pick-up instructions given in the evacuation announcement.
- Do not call alternate locations for information.
- Transportation will be achieved through use of the ministry's vans and buses, which will be driven by Church and/or Daycare staff. We will utilize any and all car seats we have at our disposal, but please note we cannot guarantee your child will have the proper restraints he/she would typically have.

A Typical Day

Classroom Schedules:

The teachers along with administration are responsible for setting the individual classroom schedules around meal times, outside times, and nap times. The schedules are developmentally appropriate for the children in the classroom, and include, but are not limited to, the following activities:

- Group/Circle Time
- Center Play
- Outdoor Play
- Snack/Lunch
- Nap

Weather Policy for Outdoor Play:

- Young children need outdoor play for healthy development
- Outdoor play is daily unless there's active precipitation or a weather advisory.
- Children won't go outside if the temperature/wind chill/heat index is outside 32°-100°.
- Snow showers, misting, or light rains are acceptable for brief outdoor play. Dress children appropriately for the weather.

Daily Reports:

- Brightwheel is used for daily reports and teacher/parent communication.
- Staff will not use personal phones to contact parents.
- The office phone or email will be used for immediate contact.
- It is a parents responsibility to check for any updates and communications.

Arrival and Pick Up Procedures

- **Arrival Before 6:30 a.m.:** Parents must wait with their child until doors are unlocked.
- **Drop-Off/Pick-Up:** Ensure a teacher acknowledges the transfer of responsibility for your child, and sign them into Brightwheel. Children are not to be left by themselves- they must be escorted to and from their classroom by an adult.
- **No Phone Use:** Refrain from phone use when entering the classroom to facilitate communication with teachers.
- **Authorized Pick-Up:** Children can only be released to adults listed on the enrollment form, with a picture ID required if the person is unfamiliar.
- **Substance Use:** No child will be released to anyone if staff suspect them to be under the influence of alcohol or drugs.
- **Age Restriction:** Only individuals 18 years or older may pick up children. (Unless waiver is signed)
- **Hallway Safety:** Children must not run, leave adult supervision, or open doors by themselves.
- **Class Arrival:** We encourage you to have your child in class each morning before the classroom's scheduled group time begins so your child can benefit from the Biblical and academic lessons that are taught. Please do not bring your child into the classroom during nap time, as it is especially difficult for your child to transition at this time, and it is disruptive to the other children.
- **Custody Situations:** Adhere strictly to court-appointed custody arrangements for pick-up. *(Custody arrangements need to be on file).*
- **Main Entrance Use:** Always use the main entrance for safety.
- **Door Security:** Do not allow unknown individuals to enter; encourage them to use the keypad to buzz the office.

- **Access Cards and Pin Codes:** Share access information **only** with regular drop-off/pick-up individuals. Do not teach children your pin code and refrain from sharing it with infrequent visitors. They can call the front office from the front entrance for access.

Supplies and Toys from Home

Children's Supplies:

Parents are required to supply those items which are necessary for the proper care of their child. Each of the following items needs to be labeled with the child's first and last name:

- Backpack to come in on Monday and return home on Friday
- 2-3 extra set of weather appropriate clothes
- Crib sized sheet and blanket for naptime. Sheets and blankets will be sent home to launder on Friday's and return to school each Monday. (K1-K4)
- Wipes
- Diapers (Nursery- K2)
- Nurseries only:
    - Bottles with prepared formula/breastmilk, labeled with the child's first and last name as well as dated.
    - Prepared or packaged baby food
    - Paci (if applicable)
    - Sleep sack- arms free and not swaddled

Toys from Home:

- Children may bring a soft, plush stuffed animal for naptime as long as it does not make sound.
- Children should not bring toys or costume jewelry from home, except on designated Show-and-Tell days.
- Violent toys and action figures that will showcase weapons are not allowed. We make every attempt to get along with one another and discourage "power" or aggressive play.
- We discourage "power" or aggressive play to foster a cooperative environment.

Clothing and Accessories

- **Play Clothes:** Dress your child in weather-appropriate play clothes suitable for daily activities.
- **Footwear:**
    - Socks and non-slip sole shoes recommended.
    - Tennis shoes are best.
    - No flip-flops; shoes must secure the heel.
    - Crocs are discouraged due to tripping risk.
    - Baseball hats can be kept in cubbies for outdoor use only.
- **Inappropriate Clothing:**
    - If worn, you may be asked to change your child's clothes or they will be changed by the teacher.
    - If no suitable clothing is available, you will need to bring appropriate attire or take your child home to change.
- **Spare Clothing:**
    - If your child's clothing is changed and no spare clothes are available, they will wear Trinity

Daycare clothing.
- Please launder and return any borrowed clothing promptly.
- As our supply of extra clothing is limited, please launder and return all Trinity Daycare clothing items as soon as possible.

Meals and Snacks

To support children's development, we prioritize good nutrition and balanced eating habits. Our menus, prepared on-site, follow nutritional guidelines and are served by our staff.

- **Meals and Snacks**: We serve mid-morning snacks, lunch, and mid-afternoon snacks. If your child's schedule changes or they will miss lunch, please notify us by 9:00 a.m. Children eating breakfast before arrival must finish it before entering the daycare.
- **Late Arrivals**: If your child arrives after their classroom has finished a meal, you may either provide a meal before arrival or notify us to save a plate. A parent will need to sit with the child while they eat.
- **Milk Substitution**: If your child doesn't drink milk, you may provide a nutritionally equivalent substitute, as water or juice cannot be offered in its place.
- **Food Allergies:** For children with severe food allergies requiring an EpiPen or emergency medication, parents are required to pack all daily meals, including breakfast, lunch, and an afternoon snack, to ensure the safety and specific needs of their child. Parents in this situation will receive a meal refund applied to their tuition; however, this refund is strictly for mandatory meal packing as required by the child's allergy needs. If a parent opts to provide meals for reasons other than medical necessity, the meal refund will not apply.
- **Opting Out**: If opting out of provided meals, parents must sign a Nutritional Opt-Out Form before bringing outside food.

These guidelines support positive mealtime habits and ensure all children receive appropriate nutrition.

Breastfeeding

Trinity Daycare acknowledges the importance of breastfeeding and it is our policy to support nursing mothers as much as possible. Breastmilk can be stored frozen in the nursery. Ask the teacher for more information.

Parent Communication

Trinity Daycare understands the importance of communication between our staff and our parents. Trinity Daycare will provide multiple methods of communication throughout the year. Our communication methods are as follows:

- **Brightwheel:** This app provides real time notifications of a child's daily activities. This is where most parent/teacher communication happens and where class updates and announcements are posted.
- **Informal Conversations**: Each day, teachers may talk informally with you as you drop off or pick up your child. Please share any pertinent information about your child, such as a recent emotional upset or interrupted sleep pattern the previous night.
- **Communication Folders/Cubbies**: These folders/cubbies are located in each classroom and labeled

with the child's name. This folder/cubby contains the child's artwork and crafts, important fliers and reminders. Parents should check their child's folder every day.

- **Facebook/Social Media**: Social media sites such as Facebook are used to communicate snapshots of our Center's activities, to highlight upcoming special events, and to provide an additional means of events such as inclement weather and closings.

Discipline and Behavioral Management

In order to provide suitable educational opportunities for all children in the classroom and to enhance the effective moral training of the children, Trinity Daycare adheres to the following philosophies:

The responsibility and authority for parents to train and discipline their child comes from God (*Ephesians 6:1-4*). A teacher stands in for a parent during the day and is the authority in the classroom. However, corporal punishment ***will not be*** administered by Trinity Daycare faculty or staff.

Christian love should be at the heart of all discipline. One side of love is correction and chastising, an essential part of the firmness of love. Firmness without love becomes harsh, whereas love without firmness is a sentimentality (*Proverbs 3:11-12*).

The school seeks to assist in developing the following characteristics in our children:

- Cheerful obedience to authority.
- Responsibility in doing assigned or expected tasks.
- Cooperation with others within and outside the classroom.
- Courtesy and respect for others.
- Cleanliness in person and property.
- Truthfulness and honesty in work and life.
- Respect for others' property.
- Punctuality in attendance and assignments.
- Morally good conduct in recreation, social relationships, and language.

Any behavior or display of attitude in opposition to the basic principles and purpose of the school, or which restrict the spiritual or academic atmosphere of the school, is strongly discouraged. While not comprehensive, the following is a general list of unacceptable behaviors which will not be tolerated:

- Being disrespectful to the teachers or other persons.
- Lying, cheating, stealing, using profanity, or other immorality.
- Fighting, excessive noise, disorderly conduct anywhere on the Church/Daycare campus or while in the care of Trinity Daycare staff off-campus.
- Tampering with school or church equipment or destroying another individual's property in any manner. *Parents will be financially responsible for all damages.*

The State of North Carolina requires that a written copy of the Daycare's discipline policy be given to each parent. A signed statement indicating receipt of, understanding of, and agreement with that policy is kept in the child's folder. The Daycare's policy reflects guidelines required by the State, as well as our philosophy of child guidance. The policy statement is outlined as the following:

Discipline and Behavior Management Policy

Praise and positive reinforcement are effective methods of behavior management of children. When children receive positive, nonviolent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief, Trinity Daycare uses a positive approach to discipline and practices the following discipline and behavior management techniques.

WE DO:

- Communicate to children using positive statements.
- Communicate with children on their level.
- Talk with children in a calm, quiet manner.
- Explain unacceptable behavior to children.
- Give attention to children for positive behavior.
- Praise and encourage the children.
- Reason with and set limits for the children.
- Apply rules consistently.
- Model appropriate behavior.
- Set up the classroom environment to prevent problems.
- Provide alternatives and redirect children to acceptable activity.
- Give children opportunities to make choices and solve problems.
- Help children talk out problems and think of solutions.
- Listen to children and respect the children's needs, desires and feelings.
- Provide appropriate words to help solve conflicts.
- Use storybooks and discussion to work through common conflicts.

WE DO NOT:

- Inflict corporal punishment in any manner upon a child. (Corporal punishment is defined as the use of physical force to the body as a discipline measure. Physical force to the body includes, but is not limited to, spanking, hitting, shaking, biting, pinching, pushing, pulling, or slapping.)
- Use any strategy that hurts, shames, or belittles a child.
- Use any strategy that threatens, intimidates, or forces a child.
- Use food as a form of reward or punishment.
- Shame or punish a child if a bathroom accident occurs.
- Embarrass any child in front of others.
- Compare children.
- Place children in a locked and/or dark room.
- Leave any child alone, unattended or without supervision.
- Allow discipline of a child by other children.
- Criticize, make fun of, or otherwise belittle a child's parents, families, or ethnic groups.

Guidance Techniques and Procedures: We believe children learn best in a positive, structured environment. Boundaries are set in each classroom to help guide the children as choices are made based on individual interest. You will receive a copy of your classroom's rules in your welcome packet; however, Trinity Daycare has three basic rules that every class incorporates:

1) Be kind 2) Be safe 3) Use listening ears

In keeping with these rules, when a child is having a difficult time following directions or treating others or equipment with respect, developmentally appropriate guidance techniques are used. These techniques are as

follows:

- **Positive reinforcement:** The child will be encouraged when he/she is demonstrating acceptable behavior.
- **Redirection:** The child will be redirected to another activity and given an opportunity to try the original activity again at another time.
- **"When…Then" Statements:** A statement in which the child is encouraged to make a positive choice. Sample: "When you pick up the blocks, then you can go to the Dramatic Play area."
- **Time Out:** The child is separated from the group for a child-regulated period of time. This period will not exceed one (1) minute per year of age. This technique is used only when a child is exhibiting temper-tantrum type behavior or is hurting self, others, or equipment. When the child shows he/she is ready to demonstrate acceptable behavior, the child is encouraged to join the rest of the group and try again.

Communication on Behaviors:

It is essential for administration, teachers, and parents to communicate closely about a child's daily activities, including behavioral struggles within the classroom.

- **Parent Communication:** Working closely with parents and keeping them informed of any behavior changes or problems that are encountered is essential. When necessary, parents are called to come to the Daycare to discuss incidents with the child at the time of occurrence. We reserve the right to require a child be sent home for the remainder of the school day if we feel it is necessary. Parental follow-up at home in shaping appropriate behavior is also essential
- **Behavioral Influences:** Violent or physical TV content can lead to imitative behaviors (kicking, biting, bullying). Such behavior is not permitted and will be reported to parents. Teachers will take immediate action, and parents may be called for additional support.
- **Observation:** Class observations will be made by Administration and/or Outreach Coordinator to ensure the proper discipline and behavior techniques are being implemented by the staff at all times.
- **Conferences:** If disciplinary issues persist, conferences will be held with parents. If a child's behavior endangers other children or staff, child care services may be terminated after meeting with the parents and documenting the issues. A Behavioral Contract will be developed by Administration, Outreach Coordinator, and child's teacher. This plan will be reviewed and signed by both parents at designated conference time.
- **Safe Environment:** These stringent measures are intended to assure the other parents of a safe environment for their children, free from persistent destructive and/or potentially harmful actions by other children in the Daycare, but also to give the child every opportunity for success.
- **Goal:** Our focus is to guide children toward positive growth, self-discipline, and healthy functioning in the world.
- **Policy Changes:** Any changes to the discipline policy will be provided in writing 30 days prior to implementation.

Mandatory Reporting:

- **Staff Responsibility:** Any staff member who observes or suspects inappropriate discipline or care by a co-worker must report it to the Director immediately for the safety of children and staff. They are to have a written record of concern, investigation will happen, and documentation and findings will be filed.
- **Confidentiality:** All reports will remain confidential.

- **Policy Review:** Discipline and mandatory reporting policies will be reviewed annually, with staff signing and dating to acknowledge their understanding.

Biting Policy:

Biting is not uncommon among young children. During early childhood, children are sensory learners and often explore orally. In addition, immature language skills and imperfect impulse control can lead children to bite as a means of making their needs known. We do realize that biting is a concern to parents, and we strive to minimize biting at the daycare. The following strategies are incorporated at Trinity Daycare to help prevent, manage, and/or minimize biting incidents:

1. When a child bites out of frustration or during confrontation, they will be redirected to another activity and shown alternative ways to express their needs. We will encourage the use of language to communicate wants and needs. Parents of the biting child will be notified in writing, and the parents of the bitten child will be contacted and asked to sign an Incident Report at pick-up.

2. If a child tends to bite frequently, staff members will utilize a more intensive approach that involves careful observations of the child to determine precipitating events. A conference with the child's 19 parents will be arranged to discuss the child's actions at home, search for outside resources, and discuss other positive opportunities and guidelines.

3. If a child bites more than three times in one day, we will require the parents of the biting child to pick up their child for the remainder of the day.

4. You will be notified if your child bites or is bitten via Brightwheel or phone call; however, to protect the privacy of the families in the Daycare, you will not be informed of the identity of the other child involved.

5. If a child bites another and breaks the skin, state regulations require us to recommend that the bitten child be taken to a doctor for immediate treatment. In such cases, the biting child must also be removed from the Daycare for the rest of the day. This policy protects the other children and helps emphasize the seriousness of the situation to the biting child and their parents. If the bite does not break the skin, a doctor's visit is not required, and the biting child may not need to be sent home.

6. At Trinity Daycare, we are committed to the development of each child. Biting is a normal part of toddler growth, and we will work closely with the child and parents to teach alternative ways of expressing needs. However, if biting becomes excessive and jeopardizes the safety of others, we reserve the right to permanently remove the child from the program if all efforts including intervention plans and behavioral contract to stop the behavior are unsuccessful.

Excessive biting is generally defined as 40-48 bites over a four-month period (about three bites per week). However, since biting behavior can be influenced by various factors—such as language development, sensory needs, and social skills—the Director may adjust this definition based on each child's unique situation. Every effort will be made to help the child learn appropriate communication skills before considering removal from the program. An individualized plan will be developed with the family to address biting behavior.

Parent Participation

We recognize the importance of the parent-teacher/family-school relationship and therefore encourage participation in the classroom and at special events. Parents are invited to make suggestions and to share their

special talents in the classroom. Children are proud when their parents come to the school. Participating in your child's class can be an enriching experience for you, your child and the entire class. After communicating and scheduling with the teacher, upon arrival we ask that you report your presence to the office before proceeding to your child's class. This is a precautionary measure for the safety of the children and a requirement of the Fire Marshal.

Celebrations & Birthdays

Class Parties:

Children love to party! At Trinity Daycare the teachers typically will have classroom celebrations for the following occasions:

- Fall Festival
- Thanksgiving
- Christmas
- Valentine's Day
- Easter
- Other significant times throughout the year.

Parents are welcomed and encouraged to join the celebrations. Trinity Daycare believes that God loves life and all that is good and holy. Therefore, because of this belief, we strongly discourage the promotion of Halloween. Because our focus is NOT on Halloween, we respectfully ask that no costumes/clothing items such as witches, ghosts, or other potentially frightening characters be brought into the classroom on this date, or at any other time of the year.

Birthdays:

Birthdays are an important time for your children. If you would like to bring a special snack for your child's birthday, please make arrangements with your child's teacher prior to the chosen day and discuss any food allergies that may be present within the classroom.

Due to state health codes, all food items must be:

- Made in a commercially licensed facility, such as a grocery store or bakery
- Cannot contain or be made in a facility that processes nuts. We are a nut free facility.

The refreshments may be shared with the class during lunch or afternoon snack. Please understand that balloons are prohibited by North Carolina law within the facility. Also, lighting candles on the birthday cake (or anywhere) will not be permitted on Daycare premises. *(10A NCAC 09.0604Q)*

Move Up Procedure

Moving from Nursery to K1: By the time a child leaves our Nursery classrooms at age 12 months, they will need to be able to drink from a sippy cup. It is good to anticipate this move by allowing your child to use a sippy cup at home several months before the one-year old birthday. A child will be moved up based on age and availability of space.
Pacifier use is limited in the classroom after leaving the nursery (naptime only for 1-2 year olds).
Moving from K1 to K2: A child will be moved up based on age and availability of space.

Moving from K2 to K3: All children three years-old by August 31st of the current year MUST be completely potty-trained (no longer use disposable training pants) BEFORE they may graduate to the next age group. Accidents happen occasionally, but not frequently to be considered fully trained. As a team, the parents and teachers need to take into consideration the child's readiness before beginning the process of potty-training.

Fully potty trained is defined by Trinity as able to tell you they have to go, and no recurring accidents in over 2 months, and able to wipe themselves well enough without assistance. The child also has to have matured enough to be able to trust them to be able to go into the bathroom stall unassisted with a teacher nearby, or just inside the bathroom door. The children are out of visible sight for the time that they are using the bathroom. We do ask them if they wiped well, and flushed to be sure that they are following the proper procedures. We also make sure that they are washing their hands properly.

It is at this time we encourage that pacifiers must be retired before entering the 3-year old classroom. A child will be moved up based on age and availability of space.

Moving from K3 to K4: Children must be four before August 31st to be eligible for the K4 program at Trinity Daycare, unless otherwise discussed with daycare administration.

Photographs

Photographs of the children participating in our program may be taken from time to time. Any such photography will be done under the supervision of daycare administration and/or staff. These photos may appear on bulletin boards, in newsletters, in brochures, on our website, or in other publicity materials. Permission to use photos, including your child or his/her work (artwork, crafts, projects, etc.) must be first granted by the child's parent via the Photo/Video Tape Waiver, which is signed upon enrollment. Parents and other visitors may NOT take pictures or recordings of any child other than their own without consent from the other children's parents. This includes both audio and video recordings, utilizing any form of technology (camera, video camera, phone, etc.).

Parking

The entrance is very busy and can be very dangerous. Do not park directly under the breezeway. Do not block traffic. Please use caution when entering and exiting the center. As you walk across the driveway and parking lot, always carry your child or hold his/her hand. Be aware of cars backing up or coming around corners. For everyone's safety, we ask that you refrain from fast driving through the parking lot and ***never exceed 5 MPH on ministry property***.

Donations

As a non-profit, church-based center, we are often blessed with donations from parents and others, and we are grateful for these. All donations will be considered gifts to the Daycare or Church. However, if someone wishes to donate an item to an individual staff member rather than to the Daycare or Church, they should inform the Director to avoid any confusion. This policy does not apply to personal gifts, such as those given at Christmas or other holidays, which are clearly intended for specific staff members.

Non-Discrimination Policy

Trinity Daycare welcomes and admits children of every race, color, nationality, and ethnic origin, granting them full access to all rights, privileges, programs, and activities offered by the school. We are committed to fostering an inclusive and diverse environment where every child is valued and supported. Our non-discrimination policy extends to all aspects of our educational and administrative practices, including admissions, scholarships, and any other programs administered by the Daycare.

However, as a Christian institution, we uphold and teach biblical values as part of our curriculum. While we respect and welcome children from all backgrounds and beliefs, parents should understand that biblical teachings will be a core part of the education provided, even if those teachings may differ from personal or religious beliefs held by the family. We believe that these values contribute to the development of each child.

Anti-Harassment Policy

Harassment is defined as unwanted, uninvited, and unwelcome behavior that threatens, intimidates, or demeans a person. Trinity Daycare maintains a zero-tolerance policy toward harassment of any kind, directed at staff, children, families, or any other individuals. Any staff member found guilty of harassment will face suspension without pay and may be subject to termination, as determined by the Administration. Families and children found guilty of harassment will be dis-enrolled from the program. Any other individuals involved in harassment will be immediately removed from the premises and permanently banned from returning to the Daycare

Issue Resolution Policy

We strongly encourage open communication between parents, staff, and Administration at all times. Should you have any questions, concerns, or complaints regarding anything related to the Daycare, please reach out to the appropriate source. Classroom issues should first be discussed with the classroom teacher. If the issue is not resolved or you are uncomfortable speaking with the teacher, you may bring it to the Director or Assistant Director. If the matter is still unresolved, you may contact the Outreach Coordinator or Pastor of Trinity FWB Church.

Abuse and Neglect Policy

Child Abuse or Neglect Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned. North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services. In addition, any person can call the Division of Child Development and Early Education at 919-662-4499 or 1-800-859-0829 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any abuse/neglect complaint or the issuance of any administrative action against the child care facility.

By law, we must report any suspected child abuse or neglect. If anyone suspects a child is being abused or

neglected, they must report it to the county's Department of Social Services (GS 7A-543). Reports can be made in person, by phone, or in writing. Reasonable suspicion is enough to report; certainty is not required. When abuse is suspected, the Daycare Director will be informed, and Social Services will be contacted. The person reporting will document any signs of abuse, which will be kept until further notice. Parents may or may not be notified if a report is filed.

Infant/Toddler Safe Sleep Policy

Sudden Infant Death Syndrome (SIDS) is the unexplained death of a healthy baby after an autopsy and investigation. To reduce the risk of SIDS, North Carolina law requires child care providers for children under 12 months to follow a Safe Sleep Policy, inform parents, and undergo training.

At Trinity Daycare, we are committed to taking proactive steps to lower SIDS risks by implementing and adhering to the following Safe Sleep Policy:

Safe Sleep Practices:

1. All staff in infant rooms will receive SIDS training within two months of hire.
2. Infants will always be placed on their backs to sleep. Waivers are not accepted.
3. Once babies can turn over easily, they may sleep in their preferred position. Staff will discuss this with parents if needed.
4. Sleeping infants will be checked every 15 minutes, with records kept on a Sleep Chart for one month. Staff will monitor skin color, breathing, and signs of overheating, especially during the first weeks of care.
5. We will regulate room temperature, avoid excess bedding, and ensure babies are not over-dressed to prevent overheating.

Safe Sleep Environment Practices:

1. Room temperature will be kept between 68-75°F, with a thermometer in the infant room.
2. Infants' heads will not be covered with blankets or bedding. Parents may provide a sleep sack with open arms. Swaddling is not allowed.
3. Cribs will not have blankets, pillows, or bumper pads.
4. Only pacifiers are allowed in cribs.
5. Cribs will have safety-approved firm mattresses with tight-fitting sheets.
6. Only one infant per crib, except during emergency evacuations.
7. No smoking is allowed in the infant room or anywhere on the property.
8. Parents/guardians will receive a written copy of our Safe Sleep Policy before enrollment.
9. We encourage families to use the same safe sleep practices at home to help with the transition.
10. To promote healthy development, awake infants will be given supervised “tummy time” for exercise and for play.

Smoke and Tobacco Free Facility

Trinity Daycare is a smoke free and tobacco free environment during our operating hours, while being transported in our vehicles, and during off premise activities. Trinity Daycare is a smoke and tobacco free facility.

Summary of the North Carolina Child Care Law and Rules

The North Carolina Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or provision of services.

What Is Child Care?

The law defines child care as:

- three or more unrelated children under 13 years of age
- receiving care from a non-relative
- on a regular basis, of at least once a week
- for more than four hours per day but less than 24 hours.

It is only when all of these conditions exist that regulation is required. The North Carolina Department of Health and Human Services is responsible for regulating child care. This is done through the Division of Child Development and Early Education. The purpose of regulation is to protect the well-being of children while they are away from their parents. The law defining child care is in the North Carolina General Statutes, Article 7, Chapter 110. The North Carolina Child Care Commission is responsible for adopting rules to carry out the law. Some counties and cities in North Carolina also have local zoning requirements for child care programs.

Star Rated Licenses

Centers and homes that are meeting the minimum licensing requirements will receive a one star license. Programs that choose to voluntarily meet higher standards can apply for a two through five star license. The number of stars a program earns is based upon the education levels their staff meet and the program standards met by the program.

Family Child Care Homes

A family child care home is licensed to care for five or fewer Daycare age children, including their own Daycare age children, and can include three additional school-age children. The provider's own school-age children are not counted. Family child care homes will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants. Licenses are issued to family child care home providers who meet the following requirements:

- Home providers must be 21 years old with at least a high school education or its equivalent, and mentally and emotionally capable of caring for children.
- He or she must undergo a criminal records background check initially, and every three years thereafter.
- All household members over age 15 who are present in family childcare homes when children are in care must also undergo a criminal records background check initially, and every three years thereafter.
- All family child care home providers must have current certification in CPR and first aid and 27 complete an ITS-SIDS training (if caring for infants 0 -12 months) every three years. They also must complete a minimum number of training hours annually.

All family child care homes must meet basic health and safety standards. Providers must maintain verification of children's immunization and health status. They must provide developmentally appropriate toys and activities, as well as nutritious meals and snacks for the children in care. All children must participate in outdoor play at least one hour per daily, if weather conditions permit.

Child Care Centers

Licensing as a center is required when six or more Daycare children are cared for in a residence or when three or more children are in care in a building other than a residence. Religious-sponsored programs are exempt from some of the regulations described below if they choose to meet the standards of the Notice of Compliance rather than the Star Rated License. Programs that operate for less than four consecutive months, such as summer camps, are exempt from licensing. Child care centers may voluntarily meet higher standards and receive a license with a higher rating. Centers will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants.

Licensed centers must meet requirements in the following areas:

Staff

The administrator of a child care center must be at least 21, and have at least a North Carolina Early Childhood Administration Credential or its equivalent. Lead teachers in a child care center must be at least 18 and have at least a North Carolina Early Childhood Credential or its equivalent. If administrators and lead teachers do not meet this requirement, they must begin credential coursework within six months of being hired. Staff younger than 18 years of age must work under the direct supervision of staff 21 years of age or older. All staff must complete a minimum number of training hours including ITS-SIDS training for any caregiver that works with infants 12 months of age or younger. At least one person on the premises must have CPR and First Aid training. All staff must also undergo a criminal records background check initially, and every three years thereafter.

Ratios

Ratios are the number of staff required to supervise a certain number of children. Group size is the maximum number of children in one group. Ratios and group sizes for licensure are shown below and must be posted in each classroom.

Small centers in a residence that are licensed for six to twelve children may keep up to three additional school-age children, depending on the ages of the other children in care. When the group has children of different ages, staff-child ratios and group size must be met for the youngest child in the group.

Age	*Teacher/Child ratio*	*Maximum Group Size*
0-12 months	*1/5*	*10*
12-24 months	*1/6*	*12*
2 year old	*1/10*	*20*
3 year old	*1/15*	*25*
4 year old	*1/20*	*25*
School-aged	*1/25*	*25*

Space and Equipment

To meet licensing requirements, there must be at least 25 square feet per child indoors and 75 square feet per child outdoors. Outdoor play space must be fenced. Indoor equipment must be clean, safe, well maintained,

and developmentally appropriate. Outdoor equipment and furnishings must be child size, sturdy, and free of hazards that could injure children.

Curriculum

The Division of Child Development and Early Education does not promote or require any specific curriculum over another unless programs are using curriculum to get a quality point for the star-rated license. Childcare programs choose the type of curriculum appropriate for the ages of the children enrolled. Activity plans must be available to parents and must show a balance of active and quiet, and indoor and outdoor activities. Rooms must be arranged to encourage children to explore and use materials on their own.

Health and Safety

Children must be immunized on schedule. Each licensed center must ensure the health and safety of children by sanitizing areas and equipment used by children. Meals and snacks must be nutritious, and children must have portions large enough to satisfy their hunger. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed programs to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least an hour a day for Daycare children and at least thirty minutes a day for children under two. They must have space and time provided for rest. The following requirements apply to both centers and homes.

Transportation

Childcare centers or family childcare homes providing transportation for children must meet all motor vehicle laws, including inspection, insurance, license, and restraint requirements. Children may never be left alone in a vehicle and child-staff ratio must be maintained.

Records

Centers and homes must keep accurate records such as children's attendance, immunizations, and emergency phone numbers. A record of monthly fire drills practiced with safe evacuation of children must also be maintained. A safe sleep policy must be developed and shared with parents if children younger than 12 months are in care.

Discipline

Each program must have a written policy on discipline, must discuss it with parents, and must give parents a copy when the child is enrolled. Changes in the discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers and family childcare homes. Religious-sponsored programs which notify the Division of Child Development and Early Education that corporal punishment is part of their religious training are exempt from that part of the law.

Parental Rights

- Parents have the right to enter a family childcare home or center at any time while their child is present.
- Parents have the right to see the license displayed in a prominent place.
- Parents have the right to know how their child will be disciplined.

The laws and rules are developed to establish minimum requirements. Most parents would like more than minimum care. Childcare resource and referral agencies can provide help in choosing quality care. Check the telephone directory or talk with a childcare provider to see if there is a child care resource and referral agency in your community. For more information visit the Resources in Child Care website at: *www.ncchildcare.net.* For more information on the law and rules, contact the Division of Child Development and Early Education at

919-527-6335 or 1-800-859-0829, or visit our homepage at: *http://www.ncchildcare.net*.

Reviewing Files

A public file is maintained in the Division's main office in Raleigh for every center or family childcare home. These files can be viewed during work hours; requested via the Division's web site at www.ncchildcare.net; or, requested by contacting the Division at 1-800-859-0829.

North Carolina law requires staff from the Division of Child Development and Early Education to investigate a licensed family childcare home or child care center when there has been a complaint. Childcare providers who violate the law or rules may be fined up to $1,000 and may have their licenses suspended or revoked. If you believe that a childcare provider fails to meet the requirements described in this pamphlet, or if you have questions, please call the Division of Child Development and Early Education at 919-662-4499 or 1-800-859-0829.

Child Abuse or Neglect

Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned. North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services. In addition, any person can call the Division of Child Development and Early Education at 919-662-4499 or 1-800-859-0829 and make a report of suspected child abuse or neglect in a childcare operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any abuse/neglect complaint or the issuance of any administrative action against the childcare facility.

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